



Admin Support Officer

Job Description

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Introduction to M·E·L Research

M·E·L Research is a social research agency, with expertise in research, evaluation and behavioural insights. With 40 years' experience in working for the UK's public services, we have a very strong focus on what we want to achieve as a business.

We believe that all businesses have a duty to be socially responsible, to re-invest in society, be active contributors to the local community, and to minimise their environmental impacts. We push for social value - in why we work, how we work and who we work with. Our most recent Social Value report can be found [here](#).



Living our values –how we make a difference



We expect all our employees to live and breathe our values and behaviours.



Putting People First



Customer Focused



Curious and Passionate



Professional Integrity

Our ways of working are to **measure**, **evaluate** and **learn**. We **measure** views and opinions; we **evaluate** what they are telling us about how well a client, project or service is performing; and we help clients **learn** how improvements or changes can be made.

We work with a wide range of public services clients, including social housing providers, health agencies, local authorities, charities, and voluntary sector organisations, as well as central government departments. We provide insight that enables clients to improve their service delivery. We also explore attitudes and behaviours and evaluate interventions on key societal issues including poverty, mental and physical health and wellbeing, mobility, infrastructure and the climate and environment with residents, customers, employees, stakeholders and businesses. Some of our recent clients include:



Why join the M·E·L Research team?

We are looking for a friendly, organised and reliable person to join M·E·L Research in a varied administration role. You will spend approximately half your time supporting our fieldwork team with practical project administration, and half providing wider business administration support, helping colleagues keep day-to-day activities running smoothly.

You do not need to have worked in research or used our specialist systems before. We will provide training, guidance and ongoing support. We value transferable skills, attention to detail, a positive attitude and a willingness to learn.

Our history and journey

Formed in 1985, M·E·L Research has grown steadily to a core in-house team of over 30 research and evaluation staff, plus many more telephone interviewers and external CAPI interviewers and support staff. We are on an exciting growth journey, expanding our

research and insights capabilities, enhancing our evaluation services, and embedding our data visualisation tools alongside recognised quality accreditations.

Joining M·E·L Research means becoming part of a confident and forward-looking company, ambitious about the future and committed to broadening the expertise and solutions we offer our clients. At the heart of everything we do is our social purpose: to make a meaningful and lasting difference to society, to the communities we serve, and to our own people.

Benefits

We offer employees a wide range of generous benefits including:

- The role is predominantly based at our Birmingham city centre office because some duties involve handling, preparing and posting project materials and equipment. Occasional home working may be agreed when the work allows; regular hybrid working is not guaranteed.
- Provision of employer contributions to Royal London personal pension scheme starting from a 4% contribution and rising to 8% (subject to employee contributions that meet the auto-enrolment requirements)
- In addition, paid annual leave allowance of 33 days per annum, including bank holidays (pro-rated for part-time hours), and your birthday
- 2 paid volunteer days per year
- Life assurance policy at 3x basic annual salary
- Health cashback medical care scheme and employee benefits scheme inc. retail discounts
- Eligibility for annual company profit and performance bonus scheme dependent on company performance
- Annual pay reviews and cost-of-living pay increases (also subject to the company's financial performance).

Details on what it is like to work for M·E·L Research can be found [here](#).

For more on our growing and ambitious research company, please visit melresearch.co.uk and our [LinkedIn Page](#).

Job Description

Post: Admin Support Officer

Job Location: Birmingham city centre office. This is predominantly an office-based role, with occasional home working by agreement where operational requirements allow.

Reporting to: External Field Team Manager

Salary: £27,000 - £28,000 per annum for 37.5 hours per week (dependent on experience), plus potential company profit bonus, pension and other benefits. Contract: Permanent. Normal working hours: Monday to Friday, typically 9.00am to 5.30pm, with a one-hour lunch break.

The opportunity

We are looking for a friendly, organised and reliable person to join M·E·L Research in a varied administration role. Approximately half your time will be spent supporting our Field Operations team with practical and routine project administration, with the remainder providing administrative support to colleagues across the wider business.

You do not need previous experience in social research or our specialist systems. We will provide training, guidance and ongoing support. We are looking for transferable organisational and communication skills, an eye for detail, reliability and a willingness to learn.

Key responsibilities

The role is expected to be split approximately 50/50 between Field Operations support and wider business administration, although priorities will vary. Field Operations duties include practical office-based tasks, so regular attendance in our Birmingham office is necessary. The activities below are undertaken with guidance from the relevant managers.

- Support Field Operations by printing, assembling and posting interviewer packs, questionnaires and other project materials; organising equipment for interviewers; and checking, recording and processing items returned to the office.
- Help the Field Operations team with routine project and interviewer administration, including maintaining allocation lists, records and trackers, and passing on issues to the appropriate manager.
- Respond to routine enquiries and communicate with interviewers, colleagues, suppliers and other contacts, referring questions or decisions outside your remit to the relevant colleague.

- Maintain accurate spreadsheets, databases, business systems and records, including information about project materials, equipment and day-to-day business activities.
- Provide general business administration support, including arranging meetings, interviews, training sessions and travel, and helping prepare documents and presentations.
- Support HR administration, such as coordinating recruitment interviews, new-starter paperwork, induction arrangements and staff records, under the guidance of the relevant manager.
- Provide administrative support for tender opportunities and client proposals, and help maintain quality and compliance records and audit paperwork, working with the managers responsible for these areas.
- Help keep administrative processes organised, follow agreed procedures and make effective use of everyday digital tools; suggest practical improvements when appropriate.

General duties

- Undertake any other duties reasonably required by the company and commensurate with the nature and level of the role.

Training and support

You will be shown how to carry out our procedures and use our systems. Experienced colleagues and the relevant managers will provide instructions, answer questions, review work where appropriate and offer regular feedback. You will support, rather than independently manage, specialist HR, tendering and compliance activities. Responsibilities will be introduced as you learn the role.

Over time, there may be opportunities to develop broader skills in administration, operations, project support and business processes.

Who this role could suit

This opportunity may suit someone with administration or reception experience, or someone moving into office work from customer service, retail, hospitality, education, healthcare, logistics or another role involving organisation and communication. We welcome applications from people at all career stages, including those changing career or returning to work.

What we are looking for

- Good organisational skills and ability to manage a variety of tasks.
- Care and attention to detail, including keeping information accurate.
- Confidence using a computer, email and everyday office applications, with willingness to develop further skills.
- Clear, friendly communication and a helpful approach to colleagues and contacts.
- Reliability, initiative, discretion when handling confidential information and willingness to learn.
- Ability to work both independently and collaboratively.

Helpful, but not essential

Experience of office administration, maintaining records or spreadsheets, organising documents or equipment, or supporting customers or colleagues is helpful, but not essential.

Previous knowledge of social research, specialist business systems, HR, tendering or compliance processes is not required; training and support will be provided.

Equal Opportunities

M·E·L Research is committed to equality, diversity and inclusion. We welcome applications from all sections of the community and value the diverse perspectives this brings to our work.



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